electronic Subcontracting Reporting System (eSRS) Quick Reference Recommendation for Federal Government Employees



Reviewing a Summary Subcontract Report (SSR) for an "Individual" Subcontracting Plan

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Introduction: In prior years, the method by which the Federal Government collected Summary

Subcontracting Report (SSR) accomplishments was through a paper process. This paper process collected

SSR data on the Standard Form (SF) 295. The Presidential Management Initiative mandated the

development and implementation of an electronic subcontracting process. Thus, the Initial Operating

Capability Phase of the electronic Subcontracting Reporting System (eSRS) was implemented in October of

2005. Federal Government contractors are now required to submit their subcontracting accomplishments,

for Federal Government contracts in the eSRS, with the exception of some Department of Defense (DoD)

contracts.

eSRS is a web-based government-wide subcontracting system that allows electronic submission, management (acceptance, revision, rejection), reports and analyses of subcontracting data in a real-time paperless environment. In turn, there is a reduction in errors and processing time and no lost paper work which leaves more time for increasing subcontracting.

Quick Reference Objective: To provide guidance to Federal Government <u>Employees</u> reviewing Summary Subcontract Reports (SSR) for "Individual" Subcontracting Plan in eSRS. This document will provide general information only. To receive specific information about your federal agency's eSRS processes, contact your agency's eSRS Agency Coordinator (AC) or Point of Contact (POC). You can obtain the AC and POC contact information by using the "Contacts" link on the eSRS menu bar under "Agency".

Quick Reference #1 What is a Summary Subcontract Report (SSR) for "Individual" Subcontracting Plan?

This report collects subcontract award data for a specific Federal Government agency when a Prime/Subcontractor: (a) holds one or more contracts over \$650,000 (over \$1,500,000 for construction of a public facility); and (b) is required to report subcontracts awarded to Small Business (SB), Small Disadvantaged Business (SDB), Women-Owned Small Business (WOSB), HUBZone Small Business (HUBZone SB), Veteran-Owned Small Business (VOSB), Service-Disabled Veteran-Owned Small Business (SDVOSB), Alaskan Native Corporations (ANC) and Indian tribes concerns under a subcontracting plan with the Federal Government. **Note**: This report reflects subcontract award data for ANC and Indian tribes that are reported as SDBs and all subcontract award data for ANCs and Indian tribes that are not small businesses.

This report also collects subcontract awards for Historically Black Colleges and Universities (HBCUs) and Minority Institutions (MIs), for the Department of Defense (DoD), the National Aeronautics and Space Administration (NASA), and the Coast Guard.

Quick Reference #2: How is the SSR Data Utilized?

This report provides an annual summary of subcontracts awarded by prime and subcontractors for a specific Federal Government agency that required an Individual Subcontracting plan for the previous fiscal year. This information is further used for the Small Business Administration's (SBA) Subcontracting Achievement Report prepared for the President and the Congress. The Small Business Administration's (SBA) Subcontracting Achievement Report is usually run on March 1 of the current fiscal year for the prior fiscal year accomplishments. Therefore, it is important for all contractors and federal agencies to ensure the data in the electronic Subcontracting Reporting System (eSRS) is accurately **entered 30 days after the reporting period.**

Agencies must review and "Accept" receipt of the subcontracting reports data within eSRS.
 Pending, rejected, revised and reopened subcontracting report data will not be reflected on SBA's Subcontracting Achievement Report.

Quick Reference #3: What are the eSRS SSR Plan Type "Individual" Responsibilities of the Government?

- Federal agencies are responsible for ensuring that Federal Government prime contractors make every attempt to adhere to the approved subcontracting plan and file their reports in a timely manner
- Further responsibility is to review, accept and/or reject the prime contractors' and subcontractors' SSRs in eSRS.
- It is recommended that the Federal Government agency review the subcontract reports submitted within 60 days of the contractor's submittal

Quick Reference #4: What are the SSR Plan Type "Individual" Responsibilities of the Contractors?

- Subcontract award data reported in this report shall be limited to awards made to the contractors' immediate subcontractors. In other words, do not report subcontract awards made by your lower tier subcontractors. The contractors shall not report subcontract awards made by their subcontractors, except as authorized in special legislation for ANCs and Indian Tribes. For more information on the special legislation for ANC and Indian Tribes visit http://www.regulations.gov/search/Regs/home.html#documentDetail?R=0900006480277f33 (See FAC 2005-19).
- Only report actual subcontracting accomplishments, not good faith estimates or goals.
- If a prime contractor/subcontractor is performing work for more than one federal agency, a **separate** report shall be submitted to each federal agency covering only subcontracting accomplishments for that agency's contracts.
- This report collects subcontracting data not sales data.
- Reports are required when due, regardless of whether there has been any subcontracting activity for the reporting period.
- Submit all SSRs within 30 days of the close of each reporting period.
- Reporting Periods:
 - For Department of Defense (DoD) and National Aeronautics and Space Administration (NASA)
 - October 1 thru March 31
 - October 1 thru September 30
 - For Non Department of Defense (DoD) Annual submission on the Federal Government's fiscal year
 - October 1 thru September 30
- The report data is reflective of only **the reporting period's** subcontracting accomplishments.
- Keep a signed copy of the report on file.
- Per the 13 Code of Federal Regulations (CFR) 121.404 (e) & 121.410 you must have a supporting written size self-certification for every small business you are counting in the small business and socioeconomic section of this report at the time they submit their proposal except as authorized in special legislation for ANC and Indian tribes visit. For more information on the special legislation for ANC and Indian tribes visit http://www.regulations.gov/search/Regs/home.html#documentDetail?R=0900006480277f33 (See FAC 2005-19). If you do not have a written size self-certification, you must count these subcontracts in the large business field. Per 13 CFR 121.411(a), a subcontractor must qualify and self-certify as a small business at the time it submits its offer as a small business subcontractor. Do not retroactively apply small business subcontracting accomplishments.
- The contractor **shall validate** that this firm is SBA SDB and HUBZone-certified in the SBA Dynamic SB search at www.ccr.gov, prior to the award of a contract. Note that HUBZone is different from some of the State HUB certifications, such as Texas and Virginia.

Quick Reference #5: What do the Terms "Pending", "Accept", "Reopen" and "Reject" Represent?

Pending: This report has been submitted and is awaiting review to be "Accepted or Rejected" by the Federal Government agency that awarded the contract.

Accept: This report has been reviewed by the Federal Government agency that awarded the contract, and they have found no known errors, issues, or concerns and do not require any clarification, information, and/or correction and is, therefore, "**Accepting**" receipt of this report's data.

Although receipt of the report's data has been "Accepted", if upon further review, errors, issues, or concerns are found with the report, the Federal Government agency that awarded the contract will "Reopen or Reject" the report to obtain clarification, additional information, and/or correction.

Reopen: This report's data was previously "Accepted" by the Federal Government agency that awarded the contract. However, upon further review of the report's data, the agency found errors, issues, and concerns and requires clarification, additional information, and/or correction. Once the report concerns have been addressed and/or corrected sufficiently by the contractor and resubmitted, the federal agency will "Accept" receipt of the report's data.

Reject: This report has been reviewed by the Federal Government agency that awarded the contract, and they have found errors, issues and concerns. The report requires clarification, additional information, and/or correction. Thus, they will not accept receipt of the subcontracting report's data at this time. Once the report concerns have been addressed and/or corrected sufficiently, the federal agency will "Accept" receipt of the report's data.

Examples of a "Reject" notification: The data in your report includes last fiscal year's subcontracting accomplishments. Please resubmit your report with just the current reporting periods subcontracting accomplishments.

Additional "Reopen and Reject" information:

- An explanation of why you "Rejected or Reopened" the report shall be entered in the notification box of the report (once you click "Reopen" or "Reject", the notification box will appear).
- o The "Rejected" or "Reopened" report will appear in the "Alerts" box of the report submitter.
- O The submitter must click on the link within the "Alerts" box to view the report.
- The submitter must resolve the issue brought forth by the Federal Government agency and resubmit the report.

Quick Reference # 6: Things to Exclude from the SSR for Plan Type "Individual"

- Subcontracts performed outside the U.S. or its outlying areas. **NOTE**: The State Department and the Agency for International Development may require subcontracting plans for contracts awarded domestically, but performed overseas. For additional information, contact the agency directly.
- Purchases from a corporation, company, or subdivision that is an affiliate of the prime/subcontractor

Quick Reference #7: How to Access eSRS

- Go to www.esrs.gov
- Click on "Government"
- Click on the "Register" tab
- Complete the registration
- Your user ID and password will be emailed to you confirming your registration
- Your registration must be approved by your agency's designated eSRS Agency Coordinator (AC) or Point of Contact (POC)
- Once your registration has been approved, you can access eSRS

Quick Reference #8: How to View an SSR for Plan Type "Individual" Submitted to Your Agency

- Log into eSRS
- Reports that you have access to will show up in the "Pending Actions" section on the home page (see below)

eSRS Home

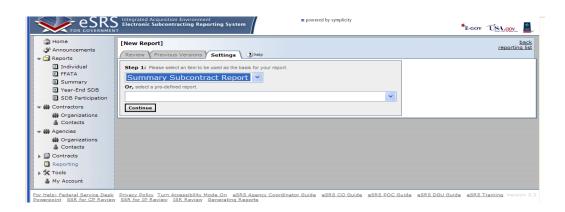
Pending Actions

66 New Agency Contact Registrations
2413 Individual Report(s) Pending
859 Summary Report(s) Pending
346 Year-End Report(s) Pending
74 SDB Participation Report(s) Pending

- Click on "Summary Report(s) Pending"
- This will bring you to the "Pending Summary Reports" Section under the "Pending Summary Reports" tab
- Click on "Summary Reports" tab to view all SSRs
- Click on the "Search Filters" link
- Click on "Individual" to see only plan type "Individual" SSRs
- Use the dropdown menu to choose a specific report "Status" (pending, accepted, rejected, reopened, revised)
- You may enter any portion of the Federal Government contract's name who submitted the report in "**Keyword**" to narrow your search. It searches for DUNS, vendor name and agency name
- Click on "Apply Search"
- This will display a list of existing SSRs for plan type "Individual" in your worklist based on your status preference
- To select and view a report click on the following icon:

Quick Reference #9: How to Run a Report for Your Agency's SSR for Plan Type "Individual" by Reporting Year

- At the eSRS home page in the left hand corner under "Contracts," click on "Reporting";
- Scroll to bottom of screen and click "Add New";
- In step 1 use the drop-down menu and choose "Summary Subcontract Report";
- Click "Continue";
- In "Save As" enter a name for your report; scroll down to select the report data fields
- Click on the box next to the data field you would like to see in your report
- Click on the filter under "Reporting Period Year"
- Select the reporting period by clicking on the year you would like to run the report for (e.g., 2008 to 2008);
- Scroll down further to "Type of Plan";
- Click on the filter under "Type of Plan";
- Select "Individual Plan" (Field will not close);
- Click "Submit" to process your report.
- To export your report into an Excel spreadsheet click on "Save as Excel"

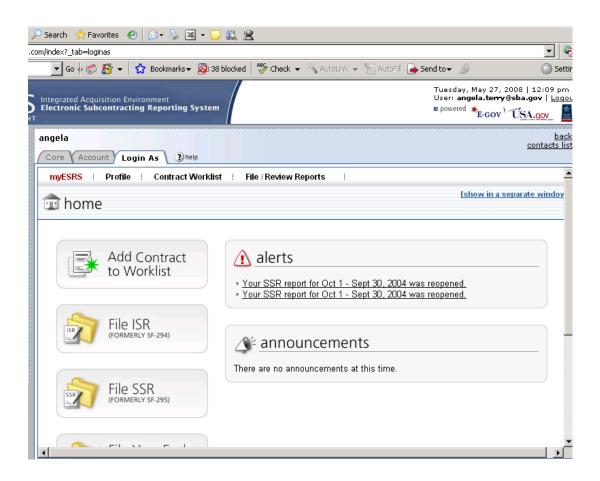


Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields

It is recommended that you have the contractor's approved subcontracting plan when reviewing subcontracting reports.

The following information referencing Screen 1 thru 3 is the contractor's view of eSRS and is in the Contractor's Training Material. This will give you some insight to the contractor's view of the system:

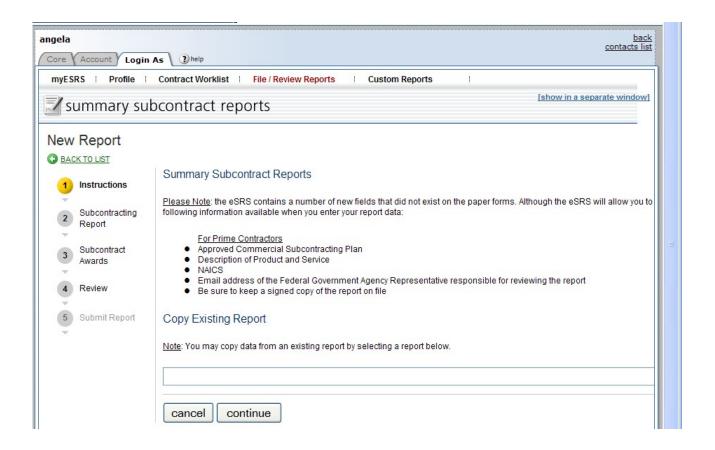
Contractor's myESRS Screen



Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

1st Screen: Summary Subcontract Reports

Data needed to file a report

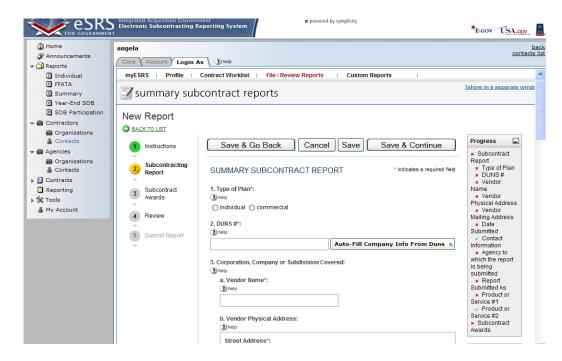


Copy Existing Report: The "Copy Existing Report" feature can only be used if the contractor has previously entered a report in eSRS. If they are not using the "Copy Existing Report" feature, the contractor clicks "Continue".

- This feature will pull general information from a previous report into the new report the contractor is submitting
- The contractor will select the report desired from the drop down menu
- The report screen will be displayed partially filled out

Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

2nd Screen: Summary Subcontract Report

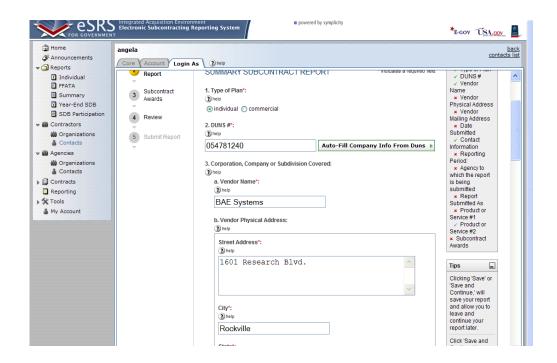


- 1. Type of Plan: "Individual" should be selected
- The contractor is filing the Summary Subcontract Report for "Individual" Subcontracting Plan because the federal agency has approved one or more Individual (contract-specific) Subcontracting Plans.
- If the incorrect type of plan is selected, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the report's data.
- If you are unsure of which report the contractor shall file, review the approved subcontracting plan.

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Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

2nd Screen: <u>Summary Subcontract Report (Continued)</u>



- **2. DUNS#:** A unique identifier that identifies your organization.
- DUNS # is a nine-digit unique identification number issued by Dun & Bradstreet to identify a contractor's specific establishment's exact name and address.
- eSRS has an "Auto Fill your Company's info from DUNS" button. If used, the contractor's information will be automatically pre-populated from information in the CCR database.
- If the incorrect data is entered, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the report's data.
- **3. Corporation, Company or Subdivision Covered:** This field indicates the Corporation, Company or Subdivision that is associated with the DUNS number entered in eSRS.
- **4. Date Submitted:** This date represents the date that the contractor is submitting their report
- If the incorrect data is entered, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the report's data.
- **5. Contact Information:** This is the name and contact information for the contractor's employee that can be contacted in the event that the agency has questions regarding this report.

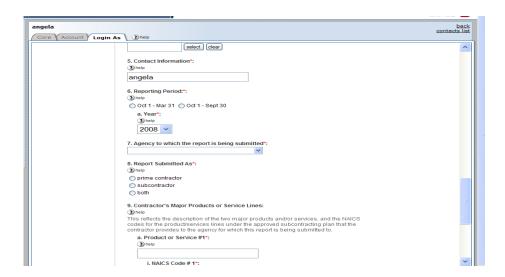
Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

2nd Screen: <u>Summary Subcontract Report (Continued)</u>

6. Reporting Periods:

- For Department of Defense (DoD) and National Aeronautics and Space Administration (NASA)
 - October 1 thru March 31
 - October 1 thru September 30
- For Non Department of Defense (DoD) Annual submission on the Federal Government's fiscal year
 - October 1 thru September 30

If the incorrect reporting period is selected, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the report's data.



Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

2nd Screen: Summary Subcontract Report

- 7. Agency to which the report is being submitted: This should reflect your agency. If the report should be sent to an alternative parent or sub-agency inform the contractor in the notification statement. If the incorrect agency has been chosen, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the reports data.
- **8. Report Submitted As:** Ensure the appropriate contractor type is entered.
- **Prime contractor** is a large business company having only subcontracting plans under prime contracts with the Federal Government.
- **Subcontractor** is a large business company having only flow-down subcontracting plans (i.e., subcontracting plans with other large business contractors).
- **Both** is a large business company having subcontracting plans as a prime and subcontractor for the federal agency to which they are submitting this report.
 - If the incorrect data is entered, "Reject" the report and provide an explanation in the notification box. Once the contractor has addressed and/or corrected your concern sufficiently, "Accept" receipt of the report's data.

9. Contractor's Major Product or Service Lines:

 This reflects the two major products and/or services, and the NAICS codes for the product/services lines under the approved subcontracting plan that the contractor provides to the agency to which this report is being submitted.

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Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

3rd Screen: Cumulative Fiscal Year Subcontract Award

	Whole Dollars	Percent
1a. SMALL BUSINESS CONCERNS	0 *	0
1b. LARGE BUSINESS CONCERNS	10350 *	100.0
1c. TOTAL	10350.0	

1a. Small Business (SB) Concerns: This is subcontracting accomplishments awarded to small business in whole dollars for each perspective column (including SBs that are also SDB, WOSB, HUBZone, VOSB, and/or SDVOSB). Also included in this section are subcontracts awarded to ANCs and Indian tribes or their designees [For more information on the special legislation for ANC and Indian Tribes visit http://www.regulations.gov/search/Regs/home.html#documentDetail?R=0900006480277f33 (See FAC 2005-19)] that are not small businesses.

1b. Large Business (LB) Concerns: This is subcontracting accomplishments awarded to large business in whole dollars for each perspective column. Report all subcontracts to large businesses or entities that are "other than small", such as non-profits, educational institutions, etc. **Do not include subcontracts awarded to or designated by a ANCs and Indian tribes that have been reported in the "Small Business Concern" field above.**

1c. Total: This field represents the combined total of SB and LB subcontracts. This total will become the denominator for all of the "**Percentage of Total Subcontract Awards**" shown on this report.

Socioeconomic Categories: Each of these items is a subcategory of "Small Business Concerns" and may not add to match the total in "Small Business Concern" due to the following: In some cases the same dollars may be reported in more than one block (i.e., a \$10,000 subcontract to a small business owned by a woman, that is self-certified as a SDB should be entered on three rows: \$10,000 under "Small Business", \$10,000 "Small Disadvantaged Business", and \$10,000 "Women-Owned Small Business.") However, be sure the dollars are counted in the "Small Business Concerns" field only once and not three times (not \$30,000). Percentages will be calculated automatically.

Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

3rd Screen: Cumulative Fiscal Year Subcontract Award (Continued)

- **2. SDB Concerns**: This is subcontracts awarded to self-certified SDBs (including SDBs that are also WOSB, HUBZone, VOSB, and SDVOSB). Also included in this section are subcontracts awarded to ANCs and Indian tribes or their designees [For more information on the special legislation for ANC and Indian Tribes visit http://www.regulations.gov/search/Regs/home.html#documentDetail? R=0900006480277f33 (See FAC 2005-19)] that are not small businesses.
- **3. WOSB Concerns:** This is all subcontracts awarded to Women-Owned Small Businesses.
- **4. HBCU/MIs:** (For contracts with DoD, NASA, and Coast Guard): This is all subcontracts with HBCU/MI.
- **5. HUBZone Small Business Concerns**: This is all subcontracts awarded to HUBZone Small Business Concerns, including HUBZones that are also SDB, WOSB, VOSB, and SDVOSB.

	Whole Dollars	Percent
2. SMALL DISADVANTAGED BUSINESS (SDB) CONCERNS	*	
3. WOMEN-OWNED SMALL BUSINESS (WOSB) CONCERNS	*	
4. HISTORICALLY BLACK COLLEGES AND UNIVERSITIES (HBCU) AND MINORITY INSTITUTIONS (MI)	*	
5. HUBZone SMALL BUSINESS (HUBZone SB) CONERNS	*	

Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

3rd Screen: Cumulative Fiscal Year Subcontract Award (Continued)

	Whole Dollars	Percent
6. VETERAN-OWNED SMALL BUSINESS CONCERNS	*	0
7. SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS CONCERNS	*	0
8. ALASKA NATIVE CORPORATIONS SMALL BUSINESS CONCERNS	*	

- **6. VOSB Concerns:** This is all subcontracts awarded to VOSBs, including VOSBs that are also SDBs, WOSBs and HUBZones. Any company that is counted as SDVOSB should also be counted in this row as veteran-owned.
- **7. SDVOSB Concerns:** This is all subcontracts awarded to service-disabled veteran-owned SB concerns, including those that are also SDBs, WOSBs, and HUBZones.
- **8.** ANCs & Indian Tribes that have not been certified by SBA as SDB: This is all subcontracts awarded to ANCs and Indian Tribes that are reported in the "SDB" section of this report.
- **9. ANCs & Indian Tribes that are not SBs:** This is all subcontracts awarded to ANCs and Indian Tribes that are reported in the "SB" section of this report, but are not small businesses.
- **10. Remarks:** If zero (0) percent is entered in the small business section, an explanation as to why must be entered here. The contractor may have also entered explanations and/or comments they think will be helpful to the Government official who reviews this report. The following is an example of an **inappropriate** remark:
 - "These are Good faith estimates"—this is inappropriate because the information in this report must be actual dollars.
- 11. Contractor's Official Who Administer Subcontracting Program: This is the name and contact information (telephone number and email address) for the individual who administers the contractor's Small Business Subcontracting Program.
- **12. Certification:** This is a testament that the data being submitted on the report is accurate and that the dollars and percentages reported do not include lower tier subcontracts. For more information on the special legislation for ANC and Indian Tribes visit http://www.regulations.gov/search/Regs/home.html#documentDetail?R=0900006480277f33 (See FAC 2005-19).
- If "No" is selected, "Reject" the report and provide an explanation in the notification box.

Quick Reference #10: Understanding the SSR for "Individual" Subcontracting Plan Data Fields (Continued)

3rd Screen: Cumulative Fiscal Year Subcontract Award (Continued)

- **13.** Chief Executive Officer (CEO): This is the full name and title of the CEO for the company submitting this report. No delegation of authority is accepted.
- **14. CEO Approval**: This is a self-certification that the individual in the CEO field of this report will sign a paper print-out of this report and that the report will be kept on file.
- If "No" is selected "Reject" the report and provide an explanation in the notification box.

Administering Info: This is the name and contact information of the individual within the contractor's organization that is responsible for ensuring the contractor's compliance with its subcontracting plan.

- **15.** Please enter the email address of the Government employee(s) and/or other person(s) to be notified that you have submitted this report: By listing an email address, a notification will be sent to listed parties advising them that a subcontracting report has been submitted in eSRS for the government's review. The Federal Government agency will not be notified via email unless you enter a notification email address. The awarding agency must provide an email address for which to submit this report. However, they will see the report when they log into eSRS.
- The awarding agency must provide an email address for which to submit this report.

Quick Reference #11: How does a Contractor Correct an SSR Plan Type "Individual" that was Previously Submitted?

The Federal Government agency must "**Reject" or "Reopen"** the report depending on the report status at the time.

- O If the report is "Pending", then the report will be "Rejected"
- O If the report has been "Accepted", then the report will be "Reopened"

The report will then be sent back to the contractor's eSRS account, so that the necessary changes can be made.

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Quick Reference #12: Who to Contact When in Need of Assistance

Non-technical Questions:

- Non-technical Questions are policy, processes and procedures related to Subcontracting and Subcontracting Reporting and information related to the contract. These questions will not be handled by the Federal Service Desk (FSD).
- Non-technical Ouestion Examples:
 - o Any questions pertaining to subcontracting and subcontracting reporting
 - Any questions pertaining to the data in a subcontracting report you submitted or have the responsibility to review
 - o Any question related to the contract or subcontracting plan
 - o Any questions related to data within eSRS or eSRS user responsibilities
 - eSRS agency contact information (i.e. Agency Coordinator or Point of Contact) for FOIA request and assistance on items with which the technical help desk cannot assist you
- Using the FSD website at www.fsd.gov, you can submit a non-technical help desk issue by selecting "Submit a Question" tab and select "Policy". When you submit the webform, the SBA Procurement Analyst assigned to answer subcontracting questions will respond with an answer.
- If you call the FSD 800 number with a non-technical question, the FSD representative will not be able to answer your question, but will provide you with the email address of the SBA Procurement Analyst assigned to answer subcontracting questions and the eSRS Agency Coordinator and Point of Contact for the agency to which you report.
- You may also contact the contracting officer (CO) of the Federal Government agency that awarded the contract for questions, concerns, or issues pertaining to subcontracting and subcontracting reporting.
- For training and subcontracting policy questions, contact the SBA Commercial Marketing Representative (CMR) for your area/state. You may locate your CMR's contact information at http://www.sba.gov/aboutsba/sbaprograms/gcbd/GC_PCRD1.html

Technical Questions:

- Technical Questions will be handled by FSD. You may submit a technical help desk question by going directly to FSD at www.fsd.gov and choosing to chat live with a representative, submit a question, search the answer center or call and speak to a representative. You may also reach the FSD website by logging on to eSRS at www.esrs.gov. Click the "For Help Federal Service Desk" and you will be forwarded to the FSD website. Remember, FSD will not answer any non-technical or subcontracting/subcontracting reporting questions related to policies, processes and procedures.
- Technical Ouestions Examples:
 - Questions pertaining to how the system functions (i.e., Do I need a contract number to file an SSR?)
 - Questions pertaining to user functionality (i.e., add a role, registration, contract work list, can't view report)
 - o eSRS agency contact information (i.e., Agency Coordinator or Point of Contact) for FOIA request and assistance on items with which the technical help desk cannot assist you
 - O General information on the subcontracting reports being filed (i.e., When is the SSR due?)

Quick Reference #12: Who to Contact When in Need of Assistance (Continued)

At the Federal Service Desk (www.fsd.gov) you can:

- Obtain a user id and password (not required) by registering at the <u>www.fsd.gov</u> website. This will allow you to:
 - Keep historical information on your help desk inquiries
 - o Check the status of your help desk ticket
- Find information you need by searching several ways in the Answer Center
- Submit a help desk request online
- Give feedback through a customer satisfaction survey
- Chat live with a Customer Service Representative
- Speak to a help desk representative by calling within the U.S. toll free at 1-866-606-8220 or outside the U.S. at 334-206-7828
- Contact FSD at www.fsd.gov, if the information pulled from your DUNS # is incorrect

For all other concerns, contact Integrated Acquisition Environment at integrated.acquisition@gsa.gov.

Quick Reference #13: When is it Recommended to "Accept" an SSR for Plan Type "Individual"?

- After reviewing the report, you are satisfied with the information provided by the contractor
- Look to the right of the report, and you will see the "Accept/Reject" box
- From the drop-down menu, select "Accept"
- Click "Submit" and an email notification will be sent to the contractor.

Quick Reference #14: When is it Recommended to "Reject" an SSR for Plan Type "Individual"?

- After reviewing the report, you require additional information for clarity, and/or the information provided is not accurate or sufficient
- Look to the right of the report, and you will see "Accept/Reject" box
- From the drop down menu, select "Reject"
- A notification box will appear. Enter your explanation for rejecting the report
- Click "submit" and an email notification will be sent to the contract.
- Once the issue has been corrected by the contractor, the report shall be "Accepted".

Quick Reference #15: Can I Delete a Report?

- Only contractor's draft reports can be deleted
- Click on "Deleted" by the report you would like to have deleted